

# Capricorn Citizen Advocacy

## ADVOCATE AUTHENTICATION POLICY

<b>Policy number:</b>	<b>3.0.4</b>	<b>Approved by Management Committee:</b>	27 <sup>th</sup> March 2024
<b>Version:</b>	<b>4.0</b>	<b>Signed off by Executive:</b>	27 <sup>th</sup> March 2024
<b>Responsible person:</b>	<b>Coordinator</b>	<b>Scheduled Review Date:</b>	27 <sup>th</sup> March 2027

### Purpose

Capricorn Citizen Advocacy assesses all citizen advocacy matches to determine if a Citizen Advocate needs a written introduction from the program to ensure that other service providers are aware of a Citizen Advocate's appointment. Capricorn Citizen Advocacy's regard for the rights of the Protégé will determine if such a letter is needed.

This policy is designed to ensure that an Advocate is free to act in their role. It describes actions relating to Protégés' needs and it should be implemented in conjunction with [3.0.3 Advocate Orientation Policy](#).

### Policy

#### 1. Information Sharing

- Once a Protégé who is receiving services (including NDIS services) is matched with a Citizen Advocate, the Coordinator is responsible for ensuring the key service providers are made aware of the advocacy relationship.
- At the time of the match, the key service provider(s) will be provided with a one page summary of how Citizen Advocacy works and the roles of Citizen Advocates.
- The Coordinator will endeavour to ensure that ongoing information sharing is a role of the Citizen Advocate so as to enhance independence of the relationship.

#### 2. Written Confirmation from Capricorn Citizen Advocacy

If a service provider has a defined role affecting the living arrangements of a Protégé, it may be deemed necessary by the Coordinator that a Citizen Advocate should be provided with written confirmation of the authenticity of both the Advocate and the program.

Such circumstances may include residential care situations where staff rotation and turnover exceeds an Advocate's ability to remain known to all. These staff will have a formal obligation for the Protégé's safety so the program will cooperate to help ensure that the Advocate retains the right to act in their role for the benefit of the Protégé.

The letter of written confirmation will outline briefly the standing of the program and will define a citizen Advocate as being a person who acts independently in the best interests of the Protégé.

The letter will confirm that service providers can discuss any issue with the Advocate and will also invite service providers to contact the office for information at any time.

**3. Advocate Authentication Form and Identity Card**

If the Protégé and the Advocate believe it is necessary, they may elect to complete a [3.0.4.1 Advocate Authentication Form](#) to advise interested parties that a match exists between the Protégé and the advocate. An identity card is also available for Advocates if this is requested.

**4. Follow along and Support**

Where a request is made by a Citizen Advocate or a service provider for a written confirmation of Advocate authenticity, the Coordinator will examine the circumstances of the match. The Coordinator will only provide such a letter where it is clear that the Protégé will benefit.

The first option will always be for the Citizen Advocate to act in the interest of the Protégé to the best of their ability before requesting outside assistance from the Citizen Advocacy office.

**5. Reporting**

All letters written under this policy are to be countersigned by a Management Committee member and tabled at the next general meeting.

**Related Documents**

- [3.0.3 Advocate Orientation Policy](#)
- [3.0.4.1 Advocate Authentication Form](#)
- [3.0.4.2 Third Parties Advocate Consent Form](#)

**References**

Not Applicable

**Ratification**

**This policy was adopted by Capricorn Citizen Advocacy’s Management Committee at its meeting held on 27 / 03 / 2024.**



**SIGNED:** .....  
**President**

**27 / 03 / 2024**  
**(Date)**



**SIGNED:** .....  
**Secretary**

**27 / 03 / 2024**  
**(Date)**